

Aim

Support Informal Carers in Community Health Newham through improved assessment of their needs so they are better equipped to care for their loved one



Tests of Change

Current Tests: The baseline confidence of nurses and therapists to assess and address the support needs of carers.

Next Test:

Baseline satisfaction levels of informal carers related to the quality of assessment and support provided by the health professionals.

Why is this important to service users and carers?

1. Carers Week Partnership (2012) (Age UK, Carers UK, McMillan, Marie Curie, Parkinson's UK) surveyed over 2100 carers.
75% not prepared for caring role
81% Not prepared for emotional impact,
61% have suffered depression, and 92% stressed.
2. NHS Commitment to Carers (2016)

Driver diagram



Data

1. Expressing baseline confidence levels of Therapists and Nurses through a Pareto Chart enabled us to identify the highest 20% of carers needs assessment and intervention areas that they felt unable to effectively address.
2. The reasons and factors causing staff to feel less confidence in these areas were explored in face-face interviews .

Learning

Our Carer Representatives have been instrumental in identifying a range of carer support needs we had not considered including Community Dentistry and Opticians, and support for the Carer in maintaining their leisure, social and employment activities/pastimes.

Collaborating with other Professionals such as Tissue Viability Nurses has led to the inclusion of a carers training video for managing their loved ones pressure care.